



## For more information contact us



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Find out more and check out lots more learning at

civilservice.gov.uk/learning

## Civil Service Learning our pick of the best

We are often asked what our most highly recommended learning products are. So we've pulled them together for you in this leaflet – our best learning across a range of useful topics.

Just log on to Civil Service Learning and use the search box to find the relevant learning:

civilservice.gov.uk/learning



CSLAug2015

## Essential skills

<b>Communicating with customers</b> Develop your communication skills in writing, on the phone and in person (for AA-SEO)		Free
<b><u>Good complaint handling</u></b> Handle complaints positively and effectively		Free
<b>Drafting complex documents</b> Plan and co-ordinate clear, well-structured documents – 1 day	ÅÅ	£97
Working with ministers - a practical handbook on advising, briefing & drafting		Free

Work successfully with ministers

Government priorities

Managing contractors Get to grips with the principles of managing suppliers – 1 day	<b>**</b>	272	
<b>Running small projects</b> Effectively lead and deliver smaller projects – 1 day	<b>**</b>	2157	
Unconscious bias Practice techniques to overcome bias and be more inclusive – half day	<b>**</b>	79	
Internet tools for civil servants Use internet tools to develop your digital skills and productivity		ree	
<b>Economics for policy advisors</b> Understand the economic impact of your policy area (for grades 6&7) - 3 days	åå f	808	
Type of learning:	Reading		E-learning

## Leadership and management

Communicating with confidence – managers' toolkit Improve your confidence when engaging with colleagues	Free
Change leaders   Inspire and engage others when leading   change (for grades 6&7 to SCS) – 1 day	£289
Constructive conversationsAddress performance issues positively and successfully (for EO to SEO) – 1 day	£146
Neuroscience of leadership - masterclassGet the most from your brain to perform at your best (for grade 7 to SCS) – 1 day	£162
Leading with impact Leadership development programme for SEOs – 5 days over 4 months	£1,693
Leading with purpose Leadership development programme for grades 6&7 – 9 days over 9 months	£3,215

